

December 22nd, 2020

Dear Residents and Families;

Our team at Glen Abbey (Oakville) continues to work tirelessly to control the COVID-19 outbreak. Since my last update, we currently have one resident being treated in their suite, and two residents being treated in hospital. Our positive case count of team members is one.

I am deeply saddened to inform you that one of the residents who was earlier being treated for the virus in hospital, has passed away. Three residents have succumbed to the virus since the outbreak was declared on December 4th. Our heartfelt sympathies are extended to their families and loved ones during this very difficult time. All Glen Abbey residents will remain in their suite until the outbreak is declared over. The team is working closely with Public Health and the Halton IPAC team. We are conducting frequent re-testing of residents and team members, and stringent infection control measures are in place. I want to thank the entire Glen Abbey team for their unwavering commitment during this challenging time, and our Glen Abbey residents and families for their encouraging words.

Yesterday, the Premier announced lockdown measures across the entire province. The GTA had already been in grey (lockdown.) Government restrictions during lockdown status mean: *"Trips outside of the home should only be for essential reasons. Social gatherings are not permitted, except with those in your immediate household."* The same restriction on social gatherings applies to those deemed essential caregivers by the resident. Residents are only permitted to leave the building for short walks or urgent medical appointments. Holiday outings to family or friend's homes do not fall under the essential category.

This is arguably the most important time to adhere to all government restrictions. **Since my last update, Public Health has further advised us, that if a resident still chooses to leave for a non-essential daytime and/or overnight visit, (despite the government restrictions imposed) they will automatically be required to self-isolate for 14 days upon their return, and will be required to have a negative COVID test result before they can exit their suite.** This is effective immediately and is subject to change. Residents must advise the General Manager of their plans, so the team is fully prepared. I am urging everyone to please respect the restrictions imposed by the government. By making this difficult but necessary decision now, we are helping protect the health and safety of all residents, team members and essential caregivers in the weeks to come. I am pleased to hear the vaccine rollout is underway, and that retirement communities and long- term care homes are being prioritized first. Each General Manager will share details on the logistics and dates once they receive them from Ontario Health.

Thank you to our amazing Delmanor teams for their dedication and hard work over the past 10 months. Wishing everyone a safe and peaceful holiday season.

Sheldon Gould,



Chief Operating Officer